MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BAC4684 – ERP SYSTEMS

(All sections / Groups)

19th AUGUST 2022
9.00am – 12.00pm
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages (including the cover page) with 4 Questions only.
2. Answer **ALL** questions.
3. All questions carry equal marks and the distribution of marks for each question is given.
4. Please write all your answers in the Answer Booklet provided.

QUESTION 1

The cloud is essential for small businesses all the way to global enterprises and remains a broad concept that covers a lot of online territory. As the organization begins to consider switching your business to the cloud, whether it be for application or infrastructure deployment, it is more important than ever to understand the differences and advantages of the various cloud services. Since cloud computing can fulfill virtually any IT needs, these classifications are necessary to indicate the role that a particular cloud service fulfills and how that service accomplishes its role.

Required:

a) Explain the term "cloud computing".

(5 marks)

b) Discuss the term "software as a service" (SaaS), with relevant examples.

(8 marks)

c) List and explain the **TWO (2)** advantages and **TWO (2)** disadvantages of SaaS.

(12 marks)
(Total 25 marks)

QUESTION 2

Part 1

Integration in the context of a business process management (BPM) platform is a feature that allows the software to merge data across other systems. But it's easy to see why BPM integration is often confused as a concept with business process integration (BPI).

Required:

a) Classify the **FOUR (4)** principles of process integration and information integration.

(12 marks)

Part 2

Environmental, social, and governance (ESG) criteria are used to screen investments based on corporate policies and to encourage companies to act responsibly.

Required:

a) Assume that you have a role as an accountant for an organization that implements the environmental, social and governance (ESG) reporting. Prepare a persuasive memo to the board highlighting the impact of successful ERP implementation on all aspects of sustainability.

(13 marks)
(Total 25 marks)
Continued...

QUESTION 3

FoxMeyer was one of the top drug wholesaler-distributors in the United States. The company specialized in distributing pharmaceuticals at the national market share level. In 1996, FoxMeyer faced life or death as the Delta III project crippled their company leaving a logistics management disaster in their wake. FoxMeyer's CEO resigned due to project delays. The company lost $34 million worth of inventory due to system failures and employee lash back. FoxMeyer went bankrupt as a result of the ERP system project implementation failure. In 1998, FoxMeyer launched a lawsuit suing SAP and Anderson Consulting for their hand in the company's downfall.

Required:

a) Discuss the factors that may have influenced the failure of ERP in FoxMeyer, with regards to the following two perspectives: i) planning and ii) implementation (**THREE (3)** factors for each perspective).

(12 marks)

b) Discuss the; i) social and ii) organizational factors that could influence the success of ERP planning and implementation (**TWO (2)** factors for each category). Provide some examples.

(8 marks)

c) Differentiate between business functions and business processes with relevant examples.

(5 marks)
(Total 25 marks)

QUESTION 4

The Systems Development Life Cycle (SDLC) is a conceptual model used in project management that describes the stages involved in an information system development project from an initial feasibility study through maintenance of the completed application.

Required:

a) Discuss the **TWO (2)** rapid Systems Development Life Cycle (SDLC) approaches.

(10 marks)

b) Classify the **FIVE (5)** stages in the traditional ERP Life Cycle.

(15 marks)

(Total 25 marks)

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